



As an Administrative Judge who conducts settlement conferences almost daily, I find that parties are usually willing to attempt to resolve the claims. I am quite pleased that we now have the option of utilizing the IMG's mediation process to assist the Commission in resolving EEO claims pending before the Administrative Judges. It will be extremely beneficial to have the settlement authority or managers involved in the claim to participate in a mediation session as provided under the IMG procedures. I hope that Federal employees will take advantage of this wonderful opportunity to resolve their claims of discrimination.

Charetta T. Harrington
Chief Administrative Judge
Equal Employment Opportunity Commission



The FAA will participate fully in the IMG Program. The FAA has utilized the mediation process for several years now. I have participated in the process and have found it to be quite beneficial. The process has proven to save money and, perhaps more importantly, helped resolve issues at the lowest level in a way that provided long-term solutions that everyone could live with.

Gary M. Klingler
Manager, ZOB-2
Cleveland Air Route Traffic Control Center



I often recall that during my tenure as the Chief, EEO and Diversity for the IRS, it was frustrating to see the many employees that came to my door with issues and concerns dealing from lack of communication to personality conflicts. Many of the issues raised did not meet the EEO criteria for filing a complaint or were not grievable through the union and yet there was no other forum or avenue available to address these issues. However, I'm glad to see that there is finally a medium . . . it's called ADR!

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AN ALTERNATIVE DISPUTE RESOLUTION PROGRAM



CLEVELAND INTERAGENCY MEDIATION GROUP



IMG Hotline: 216-433-2948
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Phone: 216-433-9460 FAX: 216-433-9463
<http://www.grc.nasa.gov/WWW/OHR/FEB>



Interagency Mediation Group

The Interagency Mediation Group (IMG) is a program of the Cleveland Federal Executive Board (FEB). It provides mediation as an alternative to resolve workplace disputes within Federal agencies. The combined resources of the Federal community will be shared to provide interagency mediators. Oversight of the IMG lies with the Alternative Dispute Resolution (ADR) Committee of the FEB. The goal of the program is to resolve workplace disputes at the earliest possible date. Early resolution will result in improved communication within the workforce, a more productive environment, and reduced cost and time in resolving disputes.



Mediation is the most popular form of ADR currently being used in the Federal sector and is considered an effective means to resolve disagreements and avoid litigation. It is an informal, confidential process that uses trained neutrals to help people resolve disputes in a way that is acceptable to both sides.



Advantages of Mediation

Mediation is



VOLUNTARY

Only the parties can decide they want to mediate.



CONFIDENTIAL

All parties sign an agreement of confidentiality at the beginning of the process.



FAIR AND IMPARTIAL

Only the parties can decide the terms of any settlement agreement, NOT the mediator. Each party has an equal say in the mediation.



A WAY TO SAVE TIME

Most mediations are completed in one meeting.



IMG Request



This request starts the ADR process, but does not release you from the timelines associated with filing Equal Employment Opportunity (EEO) complaints, or any other formal process. If a solution is not reached, your rights to pursue a complaint through formal processes will continue.

(1) It is your responsibility to meet all the requirements of the EEO complaint or Labor/Management grievance process or any other process you select.

(2) You will be contacted by a mediator to schedule a date and time convenient with you.

(3) During the mediation, you may have a representative of your choice accompany you, but you and the other participant are the primary persons to find a solution. If you are an employee included in a bargaining unit and the use of mediation has been negotiated, you may have the right to Union representation, if you choose. Management and Union may have the option to be present at the mediation meeting as stipulated by the bargaining unit agreement.

(4) You may stop the mediation process at any time. If there has been no settlement or a partial settlement, the remaining issues should be handled within your respective agency's process.

To request an IMG mediation, please contact your agency liaison or call 216-433-2948.